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CONFIRMATION NO. 1766

SERIAL NUMBER 09/858,105	FILING DATE 05/15/2001 RULE	CLASS 705	GROUP ART UNIT 2161	ATTORNEY DOCKET NO. 70006679-1	
APPLICANTS Hariharakrishnan Mannarsamy, Karnataka, INDIA; ** CONTINUING DATA ***** None IDM ** FOREIGN APPLICATIONS ***** None IDM IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 07/13/2001					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Verified and <u>Joseph S. Mannarsamy</u> IDM Acknowledged <u>Examiner's Signature</u> Initials		STATE OR COUNTRY INDIA	SHEETS DRAWING 2	TOTAL CLAIMS 10	INDEPENDENT CLAIMS 4
ADDRESS HEWLETT-PACKARD COMPANY Intellectual Property Administration P.O. Box 272400 Fort Collins, CO 80527-2400					
TITLE Helpdesk system and method					
FILING FEE RECEIVED 920	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		